

# The INTERACT Newsletter

# **Message from the Chair**

By Jhenifer Morfitt, Department of Fish and Wildlife



As a state employee, do you ever ask yourself, "am I getting paid fairly for what I do?" Many of us would love to (or need to) make more, but during times of recession, the line connecting what is a fair and equitable wage and the value of the work we perform can be blurred. The fear of losing our jobs, not getting raises to meet inflation, and increased costs in healthcare and living expenses can heavily influence how we see the value of what we earn. All of these concerns are legitimate, and we should be aware of them so we can better assess where we are in relation to being financially content. The key is to not let outside, unavoidable factors control how we feel about ourselves, our co-workers, and our jobs. By looking at what we have as state employees, rather than what we don't, we can learn to be content, and even happy, with what we earn. We can use where we are as a baseline for future success and to explore areas of improvement. From there, we empower ourselves to take action, not only make our lives better, but

One way to achieve this baseline is **Employee Assistance Program:** to list out, in general terms, what we earn for our work as state employees.

also improve the lives of others.

Much of the compensation is measurable and will vary depend- This includes training in the ing on position and other factors; some is more a condition of work environment or personal perspective. All are relevant, and all are valuable.

Salary: This accounts for only about ½ of the value you receive for work.

Leave: Both paid (vacation, holiday, bereavement, civil, and sick) and job protection (FMLA, leave without pay, and military) leave is a huge benefit.

Medical, Dental, and Vision In**surance:** Take a look at your most recent pay stub to see how much your agency directly pays for your healthcare. You may be surprised!

Basic Life Insurance (plus): Not many private employers offer this at any cost to you.

**Basic Long Term Disability Insur**ance: Another benefit you receive as a state employee.

Retirement Benefits: Generally, state agencies contribute more than you do for the basic retirement plans each month.

**Deferred Compensation:** Optional program offered to help you save and invest for your future.

Flexible Schedule: Many agencies offer this and ICSEW is currently working with the Governor's Office on a draft Executive Order to re-engage agency management on implementing or improving programs within their agencies.

Support for everything from work to home stress and problems at no charge.

#### **Training and Development:**

classroom, on the job, or through tuition waivers.

Washington Wellness: Executive Order 13-06 explains the Governor's commitment and efforts to help state employees be healthier.

Commute Trip Reduction Program: Opportunities for you to save money, time, the environment, and reduce your stress.

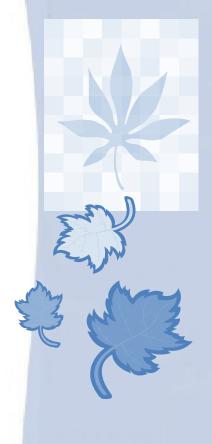
Job Security: Most state employees have a higher sense of job security than the private sector, based on seniority. Layoff process requirements and employee protections are primary contributors. This benefit is priceless.

**Extended Career Ladder: State** government is one of the largest employers in Washington, which offers employees incredible opportunities for advancement. Even if you work for a small agency, you may transfer or promote to another agency without losing your benefits. Also, skills are easily transferable under the state system.

When considering what we earn as state employees, our paycheck should be the last place we look. In addition to those benefits I've listed, which is not all-inclusive, the satisfaction we get from providing valuable services to the people of Washington adds tremendous value. With this in mind, the next time you ask yourself, "am I getting paid fairly for what I do?"—I hope you can honestly say a resounding, "Yes, I do!" ■

### Fall/Winter 2013-14

### Inside...



### **Governor Jay Inslee**



**Budget** 

**Economy** 

Education

**Government Reform** 

Healthcare

### **About Governor Jay Inslee**

Jay Inslee is a fifth-generation Washingtonian who grew up in the Seattle area. His father, Frank, was a high school teacher and coach. His mother worked as a sales clerk at Sears & Roebuck. Jay worked his way through college and graduated from the University of Washington with a degree in economics before earning his law degree at Willamette University. He and his wife, Trudi, then moved to Selah where Jay worked as a prosecutor and they raised their three sons.

Jay first became involved in public service in 1985 when he and Trudi helped lead the effort to build a new public high school in Selah. Motivated to fight against proposed funding cuts for rural schools, Jay went on to represent the 14th Legislative District in the state House of Representatives. He continued serving communities in the Yakima Valley when he was elected to Congress in 1992. The Inslee's later moved back to the Puget Sound area where Jay was elected to Congress in 1998, serving until 2012.

During his time in Congress, Jay became known as a forward-thinking leader, especially on issues of clean energy and the environment. He co-wrote a book, "Apollo's Fire: Igniting America's Clean-Energy Economy," about the job-creating potential of the clean tech industry. As governor, Jay's top priority is growing Washington's innovative industries such as clean energy, IT and life sciences, and strengthening existing industries such as aerospace, agriculture, maritime and military.

To grow these industries, Jay knows we must strengthen our schools so we can better equip our children to compete for these good-paying jobs. And we must bring a new culture of efficiency and performance to state government to more efficiently serve the people and businesses throughout Washington state.

Jay and Trudi are proud grandparents to two toddlers. Besides writing and illustrating books for his grandchildren and sketching scenes from around Washington, Jay is an avid cyclist and charter member of Hoopaholics.

Source: Article and graphics from Washington State Governor Jay Inslee's website; 2013.

Visit the governor's website, check out his links to Twitter, Flicker, Facebook, RSS feed, and more. URL: http://www.governor.wa.gov/office/default.aspx

### Women Who Make a Difference: Pat Kohler Director, Department of Licensing

Interviewed By Jenny Robinson, Department of Licensing

Pat Kohler, the Director of the Washington Department of Licensing, has been in state government for a little over 30 years and is a strong role model for other women looking to reach further and establish their careers serving Washingtonians. She started working at age 22 and continues to advance in her career.

Pat's outlook on life and ambition were instilled in her at a young age. Born at Madigan Hospital on JBLM, Pat has the strong influence of a military family and a Japanese Mother. She was molded by a variety of cultures while her dad was Active Duty, living in Germany, California, and Washington. Her mother came to the United States speaking minimal English and having little in the way of job skills. Because of this, she taught Pat many valuable life lessons.

The first and foremost lesson was to always be self-reliant. She taught Pat to reach for what she wanted and to not be afraid to take risks. Her dad was also a strong influence, encouraging her education and good grades. With the constant encouragement, Pat was the first in her family to get a college degree.

One of her first supervisors was also a driving force in her career. He saw the potential in Pat, and rather than let her work in finance where her degree steered her, he provided an opportunity to use her talents in an entirely different department outside of her comfort zone. Pat said that if it wasn't for that supervisor, she wouldn't be where she is today.

Our interview was enlightening and encouraging. Pat is very open and engaging, and her answers show strength of character and charisma in all facets of who she is.

# Q: How challenging was your path as a woman in your career? Did you have any obstacles?

A: I didn't let being a women hold me back. My mother taught me at a young age to always go for what I want, and to not let anything hold me back. I took that to heart. I knew that I would have to work hard, but that never stopped me. I also had some amazing bosses along the way that helped coach and mentor me.

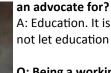
#### Q: Who inspired you the most?

A: Both my mother and my father. No matter what I did, they encouraged me to be the best I could.

### Q: What challenges do you see facing women today in the business world?

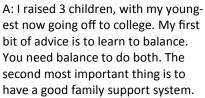
A: Finding a work/life balance. As a woman, you have to juggle a full time job while maintaining a household. You have to not be afraid to ask for help, and you need to learn to prioritize because you can't do it all. Many women struggle with how to balance both, or are afraid they can't. Don't be afraid to take risks.

### Q: If you could change anything for women, what would you be



A: Education. It is vitally important to not let education take a back seat.

# Q: Being a working mom, what advice would you give other women who want to join the workforce?



Third, you should never settle. Look for ways to advance and learn and grow. There are always opportunities if you look for them. You control your own happiness—always look for personal satisfaction. If you aren't satisfied with your job, you shouldn't be doing that specific job. If you aren't satisfied with something in your home life, find a way to fix it. You have to find that work/life balance, and make it happen on your terms.

### Q: Where are you originally from, and how do you think that affects your work ethic?

A: I was born here in Washington and raised in a military family. I was taught my entire life to respect others, respect myself, to work hard, and to have high expectations. Being in a military family, my upbringing was strict. I learned to take these lessons from childhood and apply it to my life ethic, not just my work ethic.

### Q: What did you want to be when you grew up? What are your goals now?

A: I knew from a young age I wanted to go into accounting because I loved working with numbers, so I did. There was no deviation whatsoever in my goals with raising three children, which is kind of rare. As an adult, I enjoy being involved in management and like to work in driving performance improvement and working on issues that are challenging. I am rewarded by public service and appreciate how hard State employees work. I was ready for a change and in June I had the opportunity to be appointed by Governor Inslee to the Department of Licensing. It was a long-term goal to be appointed to a cabinet post and I am truly honored to serve in this position. At some point in my career I would like to work in the private sector.

#### Q: What drives you?

A: I am very result oriented. I set goals, and I like to see things accomplished. Growing up, I was always very competitive. I was on the swim team, so even then, although I was doing something independently, I was working to fulfill a team goal.

(Women Who Make a Difference continued on page 4)

### Q: What charities are you a proponent for?

A: My husband and I have established a scholarship for students attending South Puget Sound. We wanted to help students who were struggling financially, so they can further their education. We both had received support and we wanted to return the support to our community. I also enjoy helping with the Food Bank and I have volunteered at the Salvation Army for more than 5 years.

### Q: What do you do in your spare time?

A: I enjoy working out, staying active with physical activities, and being with my kids.

# Q: If you weren't doing what you are today, what would you want to be doing?

A: I would like to try working in the private sector or non-profit.

Pat is a very well rounded individual who inspires me to work even harder for the things I want. Not only does she have a great work ethic, but works to keep herself fit and healthy through exercise and fitness. She enjoys group activities, challenging others, and being the best she can be. As one of our State Leaders, I am excited to work with her, as a Woman in State Employment I look up to her. What an amazing woman!



### The Great Washington Shake Out

By Sharon A. Lotonuu, Military Department, Emergency Management Division



The Washington State Military Department's Emergency Management Division indicates that nearly 880,000 people registered to drop, cover, and hold for the annual October 2013 earthquake drill. At 10:17 a.m., students, workers and families practiced dropping to the ground, taking cover and holding on. This year's participation surpassed the 710,000 people that registered for last year's Great Washington Shakeout.

A large earthquake will happen at some point in the Northwest's future because of shifting plates in the earth's crust. A sudden release will cause an earthquake that could cause significant property damage and loss of life.

Additionally, a large quake also is likely to generate a tsunami, which threatens coastal areas. This year's Shakeout also included sounding tsunami-warning signs in many coastal communities.

Many residents and students participated in walking their tsunami evacuation routes to higher ground.

In 2011, Japan's disastrous earthquake and tsunami raised awareness in the Northwest region, which is subject to the same type of one-two punch. The Northwest region also has shallow faults including one that runs under Puget Sound, through Seattle and into the Cascade foothills.

Future earthquakes could be much more destructive than the 2001 Nisqually Quake, which had a magnitude of 6.8, but originated 30 miles underground.

The Great Washington Shake Out is an annual event that usually occurs every October. For more information, visit <a href="http://shakeout.org/washington/">http://shakeout.org/washington/</a>.

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### **Keynote Speaker**

# Bob Graham, Crisis Intervention Team (CIT) & Criminal Investigations Program Manager, Washington State Criminal Justice Training Commission (WSCJTC) and keynote speaker at the November ICSEW meeting.

By Jerrielyn Danielson, Department of Licensing

Bob's training involves working in a team with mental health practitioners, law enforcement, medical personnel, and other first responders to provide the best services possible to the individual in mental health crisis. He shared safety awareness information from his CIT Training, which covers important de-escalation skills. This training is also part of his post academy training at CJTC.

CIT training is provided to agencies such as DSHS, before staff can begin field work. They are trained on safety awareness for the office and field. Awareness topics cover self awareness of how the brain and body work. The most popular topic he covers is verbal de-escalation skills.

# Association of Crime Prevention through Environmental Design:

Secure your perimeter in the office by facing your chair to the door. If the office setup does not allow such a placement, use a mirror so you do not have to turn around to see who walks into the room.

Routine chores can be more risky because most people believe nothing will ever happen to them. Research shows new employees are safer in their new work environment as they have anxiety, fear, increased awareness, and don't establish routine blinders. We are all safer at home than at work because workplace violence begins by another party walking into the office. Offices should have a policy and procedure in place limiting the public to walk around the office freely.

#### **Personal Inventory:**

Learn how to react when situations become physically and emotionally stressed. Not only can the public become disgruntled, but co-workers can transform the entire agency into a toxic environment. We can create our own emergent situations, for example, by just trying to explain office protocol to deal with hostile situations, which in itself could alienate a disturbed individual. You never have to win an argument because we have the ability to change the outcome in the end.

Reactions can be physical when you feel threatened. There is shortness of breath, shaking, red face, eyes shifting, and so on. Learning how to escape and remove yourself from a threatening situation is valuable.

Totality of Circumstances – takes everything into account: Know what your physical limitations are. What causes you stress? Are you confident in your ability to respond appropriately? Know your client/customer as much as you can by learning their baseline behavior; do they have a history of

learning their baseline behavior; do they have a history of drugs, alcohol, or mental health concerns; and who are their friends and acquaintances. Risk can be lowered by not reacting immediately. If possible, have two staff members with you in order to reduce the chance of being assaulted.

**Cooper Awareness Scale:** Identifies the behaviors we should be aware of:

White Zone: Relaxed state of mind, secure environment. Should avoid condition white while on the job. No possible threat

Yellow Zone: Relaxed awareness, where you want to be on the job. Be conscious of your surroundings.

**Orange Zone:** State of alarm, be prepared to defend yourself. Cues of possible threat are raised voices; still in the thinking mode.

**Red Zone:** State of combat. You are the physical target.

**Black Zone:** Escalated in the fight or flight zone. Not in thinking part of cortex. Avoid this zone if at all possible. You may become the victim if the threat overwhelms you and you're unable to react.

(Bob Graham, CIT Program Manager, WSCJTC, continued on page 6)



#### **Sensory Scanning: Auditory and Olfactory:**

Auditory scanning allows you to hear other voices, noises, and conversations. The olfactory scanning is the odors you may smell such as drugs, chemicals, and alcoholic.

Body language can identify a possible attack mode. Anxiety behavior is the first level of escalation. The objective is to de-escalate the behavior back to baseline. When you see characteristics of an upset behavior, never touch or use humor. Respond by verbalizing your observations, preferably defining the problem by asking open-ended questions but you can ask closed-ended questions if needed. Summarize and respond to feeling and content; ask the other person to verbalize their options. Active listening skills are important to get them back to their thinking brain.

For nonverbal anxiety behavior face the person, maintain good eye contact, and keep an open posture--speak slowly, and without excess emotion. Show your palms to show you are not hiding anything. Talk in a lower and slower voice if their behavior is escalating. When people escalate, they reach animalistic behaviors.

The objective when defensive behavior appears, is to de-escalate the situation and return to a baseline while planning escape routes and defensive responses. Describe their behavior and state the consequences (offer them a choice). For example, "it is your decision," and wait.

Aggressive behavior presents a serious threat (out of control behavior not limited to physical activity). Aggressive behavior is used to avoid violence, so do not back them up to a corner because an aggressive person will respond. Check for safety if you see dangerous pre-attack indicators: freeze and stare, break in eye contact, target glance, head drop (looking through their eyebrows), witness check (see if anyone is watching), felony stretch (loosen body up). Orient yourself by seeing who is around and check where their hands are located. Try introducing yourself and give them your name. Ask for their name and use it in a sentence as a calming effect. Ask open-ended questions (who, why, where, what). Use active listening skills (repeat what you hear) or "I can see why you feel that way." Offer them support and ask how you can help; provide resources that can assist them and offer to make the call for them.

For more great information, visit the "Washington State Criminal Justice Training Commission" website: http://cjtc.state.wa.us

The Washington State Criminal Justice Training Commission enhances public safety by establishing standards and providing education and training.

Source: Information from the WSCJTC website.

### Women Who Make a Difference: Lisa White, Department of Agriculture

Interviewed By Christa Stevens, Department of Agriculture

Lisa White has a wonderful personality, positive attitude and an incredible work ethic. She has been an inspiration to me and everyone she works with. Lisa has tries, meal programs, and tribes. the ability to motivate those around her and helps her coworkers be successful in their endeavors.

Lisa's co-workers appreciate her honesty, ability to listen, to think outside of the box and to find creative solutions to problems time and time again.

#### Q: When did you start working for Department of Agriculture?

A: I started in the Organic Program August 2009 as a temporary CS1 (Customer Service Specialist), and then became an Administrative Coordinator. I moved to Food Assistance Programs (FAP) in April 2013 as an Administrative Assistant 3.

#### Q: Who does your work benefit?

A: The Food Assistance Programs (FAP) has a staff of 6 including myself. As a team, we support local organizations and tribes in providing emergency food to lowincome people throughout Washington State.

The program provides approximately \$20 million worth of state and federal food and funding to support 500 food banks, food pan-Our goal is to alleviate hunger, increase the amount of nutritious foods distributed, and

The Organic Program had a staff of 22. As a team, we certified over 1,100 organic clients and registered approximately 750 material inputs for organic production. The WSDA Organic Food Program is a USDA accredited certifier



increase access to healthier food options available through emergency food programs while supporting the agricultural community.

Prior to that, I was part of the administrative team that supported the Organic Program.

that upholds the integrity of the organic label through certification and inspection of organic crop and livestock producers, processors, handlers, and retailers.

Q: Please describe a couple noteworthy projects you've been involved with.

A: To tell you the truth, I don't know if there is anything really noteworthy in here but this is what I have been up to since moving to FAP:

- Enhancing and maintaining of our program website at http://agr.wa.gov/FoodProg/.
- Redesigned our internal space coordinated our move from Siberia, and planned an open house.
- Creating internal tracking process for Contractor payments, food assistance programs, and program expense budgeting.
- Updating FAP procedures.

Although work keeps her busy, Lisa still finds time for her hobbies—photography, scrapbooking, reading, and spending time with my family, husband Aaron, son Devin 18, and daughter Alyssa 15. ■

### Winter Travel Tips

A Preparedness Message from the Military Department's Emergency Management Division (EMD)

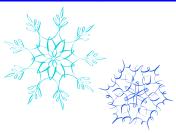
Winter conditions call for different driving tactics. Give yourself extra time to reach your destination safely. It is not worth putting yourself and others in a dangerous situation just to save time. If you find yourself stranded, be safe and stay in your car. Turn on your flashers, call for help, and wait until help arrives. Listen to your portable radio for emergency messages.

### **Winter Driving Tips**

Remember: **Ice and Snow, Take it Slow** – slower speed, slower acceleration, slower steering, and slower braking.

- Keep your vehicle full of gas remember, 1/2 tank is considered empty.
- Drive with your headlights on.
- Keep your windows free of fog and grime.
- Drive for conditions. Do not get overconfident with four-wheel drive. It will not help you stop any faster.
- Winter road conditions often result in longer stopping distances. Drivers should allow additional room between their vehicles and others.
- Slow down when approaching intersections, off-ramps, bridges or shady spots. These areas have the potential of developing black ice and can make driving hazardous.
- Avoid abrupt actions while steering, braking or accelerating to lessen the chances of losing control of the vehicle.
- Look farther ahead in traffic. Actions by other drivers will alert you to problems and give you extra time to react.
- Trucks take longer to stop. Do not cut in front of them.
- Avoid using cruise control or overdrive. Do not let your car make a bad decision for you.
- Stopping on snow and ice without skidding requires extra time and distance. If you have antilock brakes, press the pedal down firmly and hold it. If you do not have anti-lock brakes, gently pump the pedal. Either way, give yourself plenty of room to stop.
- Make sure someone knows your travel plans. If possible, stay on main roads.
- If you must stop, remain inside the vehicle. Use a bright distress flag or your hazard lights to draw attention to your vehicle.
- If trapped in a snow storm, clear your tail pipe and run your engine and heater for 10 minutes every hour. Open your window slightly.
- During night hours, keep the dome light on in the cars so rescue crews CAN see you.

For more information on winter emergency preparedness, visit EMD's "In Focus" page at http://www.emd.wa.gov/preparedness/prep\_infocus.shtml.



# UNDER THE RUG

By Lisa Van Hagen

As I sat there, relaxing and reading my favorite book, I caught a fleeting glance of something moving out of the corner of my eye. I looked again, but whatever it was, seemed to have disappeared over by the bookshelf. The next day, I found the remains of my favorite slippers in the corner of the front room chewed up and covered in dust and loose hair. But what did it? We didn't have a pet, so I was concerned.

Two weeks passed and it happened again. I had just settled into my favorite chair with a book when a flicker of movement caught the corner of my eye. I peered into the dim corner, but I didn't see anything--at first. I looked again and noticed what appeared to be a lump underneath the rug. Suddenly, the "lump" started moving in my direction. Initially, I was frozen, unsure about what to do.

Whatever it was under the rug, it was inching closer to me with every passing second. Instinctively, I grabbed the nearest thing, which happened to be a stool, to defend myself. The bulge of the lump got close to the edge of the small table next to me. The table leg lifted up and the lamp upon it tipped over and fell to the floor, but the lump was still moving in my direction. It got closer and I struck down with the chair to hit the lump. It flattened out, but within moments it grew, returning to its original shape and continuing towards me again. I struck down and hit it again and then again.

I heard a cracking sound and the stool fell apart. I watched horrified as the lump resumed its shape yet again. What could I use now? I spotted the broom, but it was on the other side of the room, too far away for me to reach. Looking around again, I saw the closest thing behind me was the vacuum cleaner. It was too big to lift, but as I reached for the hose, my shoe caught the edge of the broken stool and I fell hard. I struggled to roll over and then looked back.

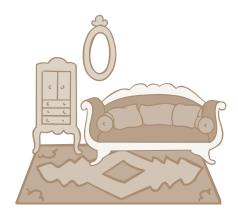
Whatever it was under the rug was now coming out from under the edge of it. It was almost indescribable. Its eye was an old marble and various pieces of yarn and loose thread appeared to be its hair. An old twist

Tie from a bread sack was interwoven in the yarn. Were those broken pencil pieces for legs? It definitely had a mouth and the marble eye had a crimson red glow in it. How could this... thing...move and appear to be alive?

Then, it started moving towards me. I was briefly frozen and filled with multiple emotions: fear, uncertainty, shock. I remembered the vacuum behind me, but I didn't want to take my eyes off that thing. I reached blindly, fumbling behind me for the vacuum cleaner hose and found it, grasping it tightly. I saw the thing pause and for just a moment, I thought I saw fear in its glowing eye. I desperately fumbled again for the vacuum switch to turn it on. The thing actually appeared to smile with its twisted mouth and approached again. I had to take my eyes off the thing for a moment as I turned to find the switch. I felt it and heard it click as the vacuum roared to life.

I spun around and frantically pushed the hose towards it. It tried to back off but it was too late, the suction from the vacuum drew it closer. I began to see pieces of it get sucked off and disappeared into the hose. In the final few moments, just as the last of it vanished down the hose, it looked at me again and the red glow in its eye ebbed and disappeared.

Afterwards, I realized that its "body" was made up of things I'd been irresponsibly sweeping under the rug. I'd promised my wife to vacuum but I hadn't wanted to. She always warned me that if I kept sweeping things under the rug, instead of properly taking care of them, they'd come back to bite me...someday. She was right!



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Feel free to submit articles, even if you are not an ICSEW member!

We can feature your agency in our "Agency in the Spotlight"

If you like to write, and would like to have your agency featured in the ICSEW InterAct and are not a member, we welcome your contribution. All persons interested in tact their agency's ICSEW representative or any member http://icsew.wa.gov/communications.asp.

If you like to write, or have something you would like to see published in the ICSEW InterAct and are not a member of the ICSEW, we welcome your contributions. All persons interested in submitting articles or ideas to this publication should contact their agency's ICSEW representative or any member of the Communications Subcommittee (http://icsew.wa.gov/communications.asp)



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### **Recycle Your Old Cell Phone**

Don't forget to recycle your old cell phone with battery charger and cords to the ICSEW's ongoing cell phone drive. For further information contact:

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